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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/746,365	12/21/2000	Jerry B. Decime	10002106-1	2157

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HEWLETT-PACKARD COMPANY
Intellectual Property Administration
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EXAMINER

EL HADY, NABIL M

ART UNIT PAPER NUMBER

2154

DATE MAILED: 02/24/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/746,365

Applicant(s)

DECIME, JERRY B.

Examiner

Nabil M El-Hady

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 15 November 2004.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-25 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-25 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

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1. Claims 1-25 are pending in this application. Claims 1-21 are original claims. Claims 22-25 are new claims.
2. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.
3. Claims 1, 5, 6, 8, 11, 12, 14, 16-18, 20, 21-25, are rejected under 35 U.S.C. 103(a) as being unpatentable over Novell's Breakthrough Language Identifier, Newsbytes, August 1997, hereafter "Newsbytes" / or Support your e-commerce with an e-center, World Trade v13n7, pp 66-68, July 2000, hereinafter "WorldTrade" or Talisma Enterprise's Multiple language Capabilities Enable Companies to Build Strong Global Customer Relationship, PR Newswire, August 2000, hereinafter "Newswire" in view of @Once Service Center, Platform to handle Internet Customer Service, Business Wire, November 1999, hereinafter "BusinessWire" or Mowbray (EP 1024447A2).
4. Mowbray (EP 1024447A2) is cited by the examiner in a previous office action.
5. As to claim 1, Newsbytes/ or WorldTrade/ or Newswire disclose the invention substantially as claimed including an e-mail sorting and routing system for e-mail messages generated through a web-site operated by a host organization, the system comprising: at least one web server for providing a web-site at which clients generate e-mail messages to the host organization; and at least one response server for sorting said e-mail messages by language (see articles in Newsbytes, WorldTrade, and Newswire articles).

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6. Newsbytes/ or WorldTrade/ or Newswire disclose sorting the e-mail messages on the basis of language to be routed to appropriate agents for a fast processing, but do not sort the e-mail messages by topic. BusinessWire or Mowbray (abstract), on the other hand, sort e-mail messages by topic to be routed to appropriate agents for fast processing too. It would have been obvious to one skilled in the art at the time of the invention to combine the teachings of Newsbytes/ WorldTrade/ Newswire and BusinessWire / Mowbray. Sorting e-mail messages by topic, is well known in the art in order to route messages to skilled agents in certain topics for faster and efficient response. It would have been obvious to one skilled in the art at the time of the invention that routing messages by topics would enhance the response efficiency specifically in companies that do business in more than one language when the e-mail messages for a certain topic are coming to the agent with the one language than is known by that agent. For that reason, it would have been obvious to one skilled in the art at the time of the invention to sort the messages first by language then by topic in order to insure faster and efficient processing and responding to the e-mail messages.

7. As to claim 8, the claim is rejected for the same reasons as claim 1 above

8. As to claim 14, the claim is rejected for the same reasons as claims 1 and 8 above.

9. As to claim 18, the claim is rejected for the same reasons as claims 1, 8, and 14 above, In addition, a computer-readable instructions recorded in a medium for storing computer-readable instructions, said instructions causing a computer system to sort and route e-mail messages generated through a web-site or web-sites operated by a host organization at which clients generate e-mail messages to the host organization, the instructions causing said

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computer system to: sort said e-mail messages by language, and subsequently, sort said e-mail messages by topic is inherent in Newsbytes/ WorldTrade/ Newswire and BusinessWire / Mowbray disclosures.

10. As to claims 5, 11, 16, and 20, it is inherent in Newsbytes/ WorldTrade/ Newswire disclosure that a plurality of language-specific mail boxes are used into which said e-mail messages are sorted according to language.

11. As to claims 6, 12, 17, and 21, it is inherent in BusinessWire / Mowbray disclosure that a plurality of topic-specific mail boxes into which said e-mail messages are sorted according to topic. However, it would have been obvious to one skilled in the art at the time of the invention that combining the teachings of Newsbytes/ WorldTrade/ Newswire and BusinessWire / Mowbray would result in each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes in order to insure faster and efficient processing and responding to the e-mail messages.

12. As to claims 22-25, Newsbytes / WorldTrade / Newswire, and BusinessWire / Mowbray do not necessarily disclose dedicating a web site in a particular language or sorting in different servers. However, it would have been obvious to one skilled in the art at the time of the invention that these arrangements are a matter of design choice and would not affect the basic sorting concept, specifically when these arrangements are included in software that may be integrated or divided according to design choice.

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13. Claims 2-4, 7, 9, 10, 13, 15, and 19, are rejected under 35 U.S.C. 103(a) as being unpatentable over Newsbytes/ WorldTrade/ Newswire in view of BusinessWire / Mowbray and further in view of Ayyadurai (US 6,718,367).

14. Ayyadurai (US 6,718,367) is cited by the examiner in a previous office action.

15. As to claims 2, 9, 15, and 19, Newsbytes discloses appending meta-tags to each e-mail message, said meta-tags identifying a language of that message, and sorting said e-mail messages using said meta-tags (TEXT, 4th parag.). Although BusinessWire does not explicitly disclose the same, i.e. appending meta-tags to each e-mail message identifying a topic of that message, it would have been obvious to one skilled in the art at the time of the invention that the same concept in Newsbyte may be used to identify topic. Ayyadurai, on the other hand, discloses tagging e-mail messages with general property category and sub-property (col. 4, lines 12-18) for the purpose of classifying and routing the messages. It would have been obvious to one skilled in the art at the time of the invention to combine the teachings of Newsbytes, BusinessWire, and Ayyadurai in order to automate the sorting and classifying process based on language and topic.

16. As to claims 3, 4 and 10, Ayyadurai discloses a global mail box to which all messages generated at said web-site or web-sites are sent for sorting (col. 1, lines 64-65), said global mail box operates according to Post Office Protocol 3 (col. 4, lines 27-33).

17. As to claims 7 and 13, Newsbytes, BusinessWire, and Ayyadurai disclose a plurality of agent user interfaces, each of which is associated with a specific mail box (e.g. topic), wherein a

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qualified user (language and topic in the combined teachings) uses one of said interfaces to access messages in the associated topic-specific mail box (e.g. Ayyadurai, col. 2, lines 1-3, articles by Newsbytes and BusinessWire).

18. Applicant's arguments with respect to claims 1-21 have been considered but are moot in view of the new ground(s) of rejection.

19. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure

Lakritz (US 6,623,529).

20. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Nabil M El-Hady whose telephone number is (571) 272-3963. The examiner can normally be reached on 9:00 - 4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Follansbee can be reached on (571) 272-3964. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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February 21, 2005

A handwritten signature in black ink, appearing to read 'N. El-Hady', with a long, sweeping vertical line extending downwards from the end of the signature.

Nabil El-Hady, Ph.D, M.B.A.
Primary Patent Examiner
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